



Terms and Conditions of Hire

By placing an order with Gracie's Vintage Hire, you agree to the following terms and conditions:

The Collection

The items in the collection are in good vintage condition, which means they may display minor irregularities under the glaze or a small amount of wear to the gilt/pattern commensurate with age. Gracie's Vintage Hire reserves the right to supply a small number of contemporary pieces considered appropriate to a vintage theme.

Viewing Opportunity

We are unable to guarantee specific colours or sizes but if you would like to arrange a visit to view the crockery, this can be arranged by prior appointment.

Hire Period

The standard hire period for crockery and accessories will be 1- 3 days. Any extension to the hire period can be arranged with Gracie's Vintage Hire and the customer will be charged extra at a pro rata rate. Please ask for a quotation for longer periods of hire. The minimum order for delivered items is £50.00. There is no minimum order for collected items from our Southampton base.

Terms of Payment

Please see the Hire page for item hire charges.

Payment can be made via online bank transfer or cash.

A non-refundable deposit of 30% of the total hire charge will be required to secure your order at the point of booking. This secures all the items you have specified on your order. The final, non-refundable balance must be paid 21 days prior to your event. This final balance must have cleared ten working days prior to your event.

If an event is arranged at short notice, then we will require full balance payment in cash on delivery or collection.

Liability and Insurance

Gracie's Vntage Hire cannot accept any responsibility for injury caused to persons or damage to property involving items hired from us. During the hire period the hirer takes full responsibility for all items until they have been accepted back into the possession of Gracie's Vintage Hire.

Insurance against damage or breakage, loss or theft is the responsibility of the hirer.

Delivery and Collection

Delivery is free within a 10 mile radius of or SO30 3AZ (for orders over £50) then 35p per additional mile. The customer will be provided with an item inventory checklist when the goods are delivered/collected which they will be asked to sign when satisfied that there are no shortages or damaged items. If there is no one available to check the items, the order will be deemed to have been collected/delivered in a clean and undamaged condition.

When returning the crockery to Gracie's Vintage Hire, it should be properly packed as found. If it is felt that the crockery is not safe for transit and has to be re-packed, this will incur an additional charge of 10% of the total cost of hire will be deducted from the deposit. Please use the packaging supplied.

Equipment not returned on the due date will be charged at twice the daily rate for each additional day.

A returnable damage deposit is required with the final balance, as follows:

- Total hire charge up to £100 – deposit £50
- Total hire charge up to £200 – deposit £100
- Total hire charge up to £300 – deposit £150
- Total hire charge £400 or more – deposit £200

This will be held by Gracie's Vintage Hire until the inventory has been returned and checked.

£3 per item will be charged if the following are chipped, broken or missing: cup, saucer, tea plate, small jug, milk bottle, sugar bowl, vase, cutlery item or per 1 metre of bunting.

£5 will be charged for any damaged or missing sweet jar.

£20 per item will be charged if the following are chipped, broken or missing: cake-stand, teapot, large plate/platter, ice bucket, buckets, bottle carrier, wooden signs.

£30 will be charged if the following are chipped, broken or missing: kilner drinks dispenser, cream trough.

Please ask for replacement costs for all other items.

Please ask your caterer to keep any damaged or broken items so that we can easily identify what is missing from the inventory.

The damage deposit will be returned to the hirer within 10 days of the hire period either in full, or with any deductions made for damaged items. If damages exceed the deposit, the hirer agrees to pay the excess within 10 working days of the hire period.

Washing-up Service

All our crockery is high-quality bone china and as such is more fragile than commercial catering crockery and it is your responsibility to inform your caterer/venue of this to ensure minimal breakages. If it is being re-used during the hire period, please wash it carefully **by hand** and take extra care when handling, stacking, and re-packing.

Because of the delicate nature of our collection, we prefer to wash all items that have been hired by you, at no extra charge, but you will need to ensure that no food deposits are left on the crockery or cutlery.

Cancellation

If the customer wishes to cancel the order, this must be notified to Gracie's Vintage Hire in writing or by email. The customer will lose their 30% hire charge deposit and the following charges will apply:

<u>Notice given prior to event date</u>	<u>Charge</u>
30 days or more	No additional charge
Between 21-29 days	50% of balance due
Under 21 days	No refund

A contact phone number is needed so that we can get in touch in case there is a problem with your order. When we receive your order, we will provide you with a confirmation email.

We reserve the right to change these Terms and Conditions at any time.

Print Name:.....

Signature:.....

Date:.....